

WILLIAM RIERA™

RETURN AND EXCHANGE FORM

HOW TO RETURN AND EXCHANGE MERCHANDISE:

1. WILLIAM RIERA guarantees clothing and accessories to be free from damage or defect for the first 30 days upon receipt as long as the item is unworn, unwashed, and in original packaging with all tags intact.
2. Complete the return and exchange form below and enclose it with your return merchandise.
3. Pack all return items in a securely sealed envelope or box.
4. Address the return package to:

William Riera USA
Attn: Client Services
1652 N 100 E
Springville, UT 84663
U.S.A.
5. Include your invoice with your return product(s) or fill out your contact information and order number below. Keep a copy of your invoice for future reference.
6. WILLIAM RIERA USA will send your exchange for the same number of items with no additional shipping charge. Exchanges subject to availability.

* William Riera Clothing will exchange any product(s) with a manufacturer's defect within 30 days of the shipment date. For defective products or if the wrong item was sent, please contact customer service at 1-800-301-7345. Please have your order number available for reference in order to return or exchange. WILLIAM RIERA does not bill you for out of stock items that did not ship.

Full Name: _____ Order #: _____

Ship Address: _____
Street City State Zip

Phone: (_____) _____ Email: _____

RETURN REASON CODES (use appropriate code)

SIZING ISSUES		SATISFACTION ISSUES		ORDER / QUALITY ISSUES	
1	Too Large	17	Changed Mind	25	Wrong Item Sent
9	Too Small	18	Not as Expected	26	Received Damaged **
		19	Ordered 2 Sizes, Kept 1	27	Shipped to Wrong Address
		20	Exchange Gift *	28	Other **
		21	Dislike Fabric	29	Defective Sizing **
		22	Dislike Color	30	Defective Sewing/Seams **
		23	Dislike Styling	31	Defective Fabric **
		24	Arrived Late		

** Please provide detailed explanation of defect in comments section below.

COMMENTS:

PRODUCT RETURN	STYLE	SIZE	COLOR	RETURN REASON CODE	PRODUCT EXCHANGE	STYLE	SIZE	COLOR
ITEM RETURNED					EXCHANGE FOR			
ITEM RETURNED					EXCHANGE FOR			
ITEM RETURNED					EXCHANGE FOR			
ITEM RETURNED					EXCHANGE FOR			
ITEM RETURNED					EXCHANGE FOR			
ITEM RETURNED					EXCHANGE FOR			
ITEM RETURNED					EXCHANGE FOR			
ITEM RETURNED					EXCHANGE FOR			

BILLING INFORMATION

- o Refund my credit card on file for any applicable price difference.
- o Contact me for payment for any applicable price difference (daytime phone number required: _____).